

CONTEXT FOR ACCOMPLISHMENTS

The Arizona State Library, Archives and Public Records serves the information needs of Arizona citizens as authorized in Arizona Revised Statutes §41-1331 through §41-1352. Services are provided through the divisions of the agency: History and Archives, Braille and Talking Book Library, Library Development Division, Museum, Records Management, Research and Law Library and the cross-division clusters: Administration Boards and Commissions, Digital Government, Technology and Outreach/Special Events.

Our Vision is that the Arizona Legislature and Arizonans have ready access to both the information they need today, as well as the history of Arizona for tomorrow, through partnerships with all types of cultural and public information institutions.

Our Mission is to serve the Arizona Legislature and Arizonans by providing public access to public information, fostering historical/cultural collaborative research and information projects, and ensuring that Arizona's history is documented and preserved.

Our Four Goals provide the focus and guidance for specific activities developed to achieve our vision and to ensure that we adhere to our mission. The work of our divisions is ongoing, collaborative, cumulative, and responsive to the changing needs of our diverse Arizona constituents. Our goals are:

- ❖ Provide prompt, professional legislative support.
- ❖ Provide access to public information.
- ❖ Preserve and document Arizona's history.
- ❖ Promote statewide collaboration for historical and cultural institutions.

HIGHLIGHTS OF ACCOMPLISHMENTS

August 2001 - July 2003

GOAL ONE: ENHANCED LEGISLATIVE SERVICE

Through our Goal 1 activities we engage Legislative staff in designing the information services that we offer for Legislative research, including documenting press coverage on national, state, and local levels; helping to retrieve and disseminate specific information; and providing support for government efforts to connect with constituents. We also make it easier for Legislators and their staffs to access our services and collections by continually refining the organization and usefulness of our resources.

Goal One Accomplishments

- Worked with Arizona's Government Information Technology Agency, the Secretary of State, the Auditor General, and others to begin developing better tools for government agency administrators, information technologists, and records managers as they address the challenges of migrating from paper versions of government records to digital and electronic formats. Under the auspices of AHRAB (Arizona Historic Records Advisory Board), ALERT (Arizona 'Lectronic Records Taskforce) was convened as an ongoing project to address digital government information issues, including those records preserved by Archives, and Research and Law Library.
- Participated in an ad-hoc Legislative study committee on the Uniform Computer Transactions Act, championing our major issue – fair use. As the only state that has filed its fair use request with The National Conference of Commissioners on Uniform State Laws (NCCUSL), Arizona provided testimony that was pivotal to the discussion. COSLA (Chief Officers of State Library Agencies) used the Arizona document in its own participation.
- Re-organized primary law and reference materials of particular importance to Legislators to make locating and accessing this information easier; provided orientation for House and Senate assistants and legal interns to help them use these and other library collections; and provided training for Legislative staff in using the Electronic Reference Service workstations in the House and Senate (survey is attached).
- Provided Continuing Legal Education seminar after soliciting input from legislative, legal and court law clerks and staff attorneys regarding possible topics.
- Worked with Legislative staff to develop a process for transferring legislator's papers to the Archives and published reports to the Research Library.
- Converted Geographic Information System (GIS) data to provide Legislators with requested specific statistical information, such as the square mileage of over 200 school districts and a map of Maricopa County showing manufacturing sites, and generated zip code lists by Legislative districts.
- Worked with members to ensure more than 85% of the students participating in Museum tours had the opportunity to meet with a legislator.
- Assisted with set up of the Governor's inauguration and the Secretary of State's investiture and conducted tours of the Museum for the National Council of State Legislatures during their meeting here in Phoenix.

- Harvested all state agency web sites to ensure ongoing Legislative and public access to state agency information prior to the 2003 administrative change.
 - Gave members of the House of Representatives tours of the map collection and prepared informational packets for the Arizona Legislature and Arizona's Congressional members.
 - Provided storage for over 1,400 boxes of records for the legislative branch during FY 2002-2003; 17 file actions were taken over the year.
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GOAL TWO: PROVIDING ACCESS

We work toward meeting Goal 2 by ensuring that our collections and finding aids are kept well-organized, readily available to our patrons, and that all patrons are efficiently served. We also initiate and maintain ongoing communication with current and potential constituents through publications and Internet technology, as well as meetings and presentations both on and off site. Meeting this goal requires that we efficiently process and repair our materials and continually develop more effective tools for public access to our research and educational materials. We also work with both Legislative members and Arizona's Congressional Delegation on legislation, rules, and public policy issues related to ensuring access to information. Our combined division and cluster fieldwork logs over 100,000 Arizona miles yearly.

Goal Two Accomplishments

- Through the State Grants-in-Aid, helped several small libraries – Sunsites, Woodruff, Clay Springs, and Dolan Springs – improve their physical facilities and also ensured a new library for the Fort Mohave tribe.
- With Library Services and Technology Act (LSTA) funding, provided statewide access to more than 7000 full-text business publications through local libraries. During this fiscal year, there were 170,299 searches in this database, a 37% increase over last year.
- Consolidated the Law and Research Libraries, transferring the Law collections and services from the Arizona State Courts building to the Capitol's Research Library facility

- Completed the State Library's e-rate application for the new cycle 2003-04 and assisted libraries statewide. Reimbursements to AZ Public Libraries exceeded 3 million dollars (\$3,072,279), 61% higher than prior years reimbursement.
- Successfully presented the 2003 Arizona Book Festival in collaboration with the Arizona Humanities Council. 14,000 people attended the Book Festival at the historic Carnegie Center.
- Increased access to online public health information through a Turning Point project funded by the Robert Wood Johnson Foundation.
- Ensured the completion of 415,572 online searches using FirstSearch, a set of general information statewide databases that provide full-depth information and bibliographic citations...giving rural Arizona access to the same information available in urban areas.
- With funding from the Gates Foundation, improved local staff training at both tribal and other libraries so that more of the members of these communities are taught how to use computers and the Internet and helped tribal governments understand the importance of continuing support.
- A grant from the Gates Foundation updated computers in what the Foundation determined were the most at risk libraries in Arizona. Libraries in Navajo County received about half of the 59 computers.
- Made available a new online database, Authors4Teens, for public libraries to use with young adults and young adult programs.
- Refined web-based access to information – included on our web site the new *LDD On the Road* newsletter and a new section on "Tips for Better Services"; completed online event registration capacity; began entering county records indexes into a database that will eventually allow patrons to type in a name and search across the state; created web pages for a federal depository list; and organized finding aids in a searchable electronic database format for posting to the web.
- Met with representatives from the Office of Vital Records to plan for birth records going on-line in an appropriate system.
- Negotiated with Amigos (vendor) to produce a number of training classes in Internet reference resources for Arizona in response to our needs assessment and fieldwork.

- Worked with Online Computer Library Center, Inc. (OCLC) to test and develop a product that will allow OCLC members to capture, preserve, and provide access to web publications. OCLC has committed to ensuring the publications' authenticity and to protect the publication from obsolescence.
- As part of our efforts on behalf of digitizing government information, participated in developing two white papers published by the National Electronic Commerce Coordinating Committee, the first addressed the challenges of managing electronic mail and the second focused on creating and maintaining electronic record keeping systems.
- Participated as a sponsor for the Fourth ECURE (Electronic College and University Records) conference, which provided opportunities for individuals from diverse university, college and other backgrounds to discuss and analyze the issues related to managing institutional information in electronic form.
- Hosted the Fourth State GILS (Geographic Information Locator System) Conference in Scottsdale, 65 people attended the conference representing 23 states.
- Created PowerPoint presentation ("Database Expectations") to help train all levels of staff on use of State Library resources, including ALIS, the resources available from the agency's home page, the basics of SIRSI Unicorn Workflows catalog, and FirstSearch databases.
- Accessioned 260 cubic ft. of records from Governor Hull's office, 54 cubic ft. from the Legislature, and over 190 microfilms from groups such as the Civil Rights Commission, the Board of Regents, State Hospital, Department of Economic Security, Apache County Board of Supervisors and the Navajo County Recorder's Office.
- Created new biographical files for the Arizona Collection and cataloged all the annual reports of the Arizona Superintendent of Public Instruction and the Arizona Department of Education, ranging from 1881 to the present, as well as 67 reports from the Archeological Series published by the Arizona State Museum.
- Worked with the Arizona Newspapers Association to provide images and materials for a manual for high school history teachers explaining how teachers and students can find and use Arizona newspapers to research the state's history.

- Organized and presented a range of workshops and training sessions that included the Lunchtime Family History Lesson; genealogy workshops about preserving family papers and photographs; training at local library sites in computers, software and the use of Internet resources; a teleconference on virtual reference; book repair and conservation; and a program for Women's History Month.
- Assisted graduate student mentoring group working to refine interviewing skills and to discuss career paths in the archives/history field.
- Provided continuing technical advice to state and local governments, including assisting members of the Attorney General's staff with reports and other information about the At Risk Student program, and consulting with the acting Librarian for the Arizona Department of Commerce.
- Worked on improvements to the *Directory of Services for Persons Who are Blind or Visually Impaired* in support of goals of the Governor's Council on Blindness and Visual Impairment. Several keywords and cross-references were added to the index to make it easier to locate appropriate services to meet the needs of individuals. We also sent out new patron packets to young readers that contained a key chain, a magnet, and a hacky sack, along with the usual printed materials that go to all new patrons.
- Participated in the following conferences and conventions to share information about the Braille and Talking Book Library (BTBL): the Arizona Disability Expo at the Bank One Ballpark; Arthritis Foundation Expo in Sun City West; National Federation of Social Service Professionals Chili Cook-Off in Mesa; Diabetes Expo; Alzheimer's Conference; Association for the Education and Rehabilitation of the Blind and Visually Impaired; and various Senior Action Days.
- Sent out the first BTBL youth newsletter, "YREADER", to 244 young visually-impaired patrons; mailed out first descriptive videos to visually impaired patrons; gave radio interviews describing programs and services offered at BTBL on K-LITE radio; did an outreach mailing to optometrists and ophthalmologists, and provided an article for the fall issue of the "Council for Jews With Special Needs" newsletter.
- Provided information about subsidized housing in Indianapolis for a non-sighted patron who wants to move back to her home state.
- Worked with Chandler Public Library Adult Education to provide the GED on cassette to a blind student and also gave the student an application for service.

- Through the Museum exhibits design and construction, provided displays for Statehood Day, Public Library Association National Conference, Arizona Archives Week, Arizona Book Festival, Reading Relay, National Library Week, Remembrance Day ceremony commemorating events of September 11, 2001, and the Constitutional Commemoration Committee's observance of Constitution Week.
 - Continued Museum loan program, bringing new objects into the Museum for display and sending Museum objects out to other sites for display. 220 Museum objects were involved in this program.
 - Answered questions and conducted small research projects related to the Museum's collection for the public, past donors, and potential donors.
 - Moved a portion of the Museum collection from the Hall Of Fame to the Capitol for placement in the *State Stuff* exhibit. This effort transforms stored artifacts into an exhibit of items not usually available for public viewing.
 - Sponsored monthly discussion groups led by Bill Gruver, a prominent local news reporter whose beat is the State Legislature.
 - Sponsored International Museum Day and collaborated with both Arizona Mining and Mineral Museum and SRP. Approximately 200 people attended the event.
 - Revised Museum map for self-guided visitors.
 - Performed approximately 1,300 records management consultations with state and local government agencies during FY 2002-2003.
 - Designed a marketing plan to recruit more Braille and Talking Book Library (BTBL) volunteers and promote the division's services to current and potential patrons. For the third year, Medtronic employees volunteered their time to BTBL labeling and bagging excess books for recycling, weeding out books that have been reissued, helping with duplication of missing tapes, updating machine statuses in the computer, testing and preparing machines for exchange, and putting new machine boxes together. Medtronic allows their employees to volunteer an entire day on company time.
 - Digitized 7895 photographs from July to June 2003 and now have more than 30,000 digitized photographs on-line.
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GOAL THREE: PRESERVING ARIZONA

To effectively preserve the history, culture, and traditions of Arizona, we work with individuals and agencies throughout the state and nation to identify, collect, access, and preserve the fundamental documents and artifacts that document the state's rich past. We also ensure that the collected materials are repaired and augmented as necessary.

Goal Three Accomplishments

- Conducted planning and research related to the anticipated construction of a Library and Archives building. However, construction of the Polly Rosenbaum History and Archives building, authorized by the 2003 budget, was cancelled as a result of that budget's reduction.
- Continued with the Carnegie Library repairs ahead of schedule through private fundraising success.
- Continued to move rare materials from the Arizona Collection into the vault, to photocopy deteriorating newspapers clippings, and to assist in salvaging artifacts from Jackson School, which is being demolished.
- Prepared an Institute of Museum and Library Services (IMLS) National Leadership Grant to fund a follow up national conference for tribal librarians, archivists and museum professionals.
- Transferred files from former legislators to the State Archives.
- Inventoried and produced a report on the state session law collection.
- Provided Goodyear Fire Department with copies of "Disaster Planning for Rural Governments."
- Provided extensive support to the Arizona Board of Geographic and Historic Names meeting involving the change of Squaw Peak to Piestewa Peak.
- Refurbished the USS Arizona and Pearl Harbor exhibits.
- With LSTA funding, supported the development of online public access to the unique information concerning the national history of the American Indian available at the Arizona State Museum in Tucson.

- With LSTA funding, continued to add unique holdings to library collections, including those of the West Valley Art Center.
- Put up a display in the West wing for Arizona Archives Week that featured an exhibit on records about women in prison. We also exhibited information about Governor Hunt and showed a Power Point slide show featuring a number of scanned Territorial photographs in our collections.
- Inducted three Arizona women leaders into the Arizona Women's Hall of Fame – Mary Elizabeth Post, Maria Urquides, and Annie Dodge Wauneka. Approximately 200 people attended the event.
- Designed and constructed the "Code Talkers" Museum exhibit, documenting the contributions during World War II of Navajo Code Talkers to US operations in the Pacific. The Channel 8 Horizon program featured this exhibit on a segment that included a reunion we facilitated of a Navajo Code Talker and the widow of his Marine partner. This exhibit was also featured in Phoenix promotion of the MGM movie, "Windtalkers." We also hosted an exhibit opening reception for the public.
- Distributed *Disaster Planning for Rural Libraries in Arizona* to all Arizona Libraries.
- Rescued approximately 40 documents from water and the environment that were found in plastic bags in the backyard of a woman who has systematically collected publications about Native Americans in the Four Corners. A number of them were unusual publications of federal documents (many of which the Research Library did not have), while others were county reports and reports issued by the Hopi and Navajo tribes.
- Accessioned records that we requested from the Governor's and General Counsel's offices and other agencies.
- Collaborated with the Arizona Humanities Council, SRP, and the Museum Association of Arizona to co-sponsor History on the Mall in celebration of Statehood Day. In addition to participation by President of the Senate Ken Bennett, Speaker of the House Jake Flake, Chief Justice Charles Jones and Governor Janet Napolitano, the program included the presentation of the Polly Award and recognition of the winners of the Polly Rosenbaum Writing Contest for junior and senior high school students.
- State Library Advisory Council Member Alyce Sadongei was awarded the Western Museum Association Chair's Award in recognition of her excellence and work with the State Library National Leadership Grant Success for Tribal Support.

- Dr. Melanie Sturgeon elected President of the Southwest Oral History Association (SOHA) and President of the Coordinating Committee for History in Arizona (CCHA).
 - State Preservation Officer, Michael McColgin received the Society of Southwest Archivists' Distinguished Service Award.
 - LSTA Coordinator Kim Huber received the Museum Association of Arizona Distinguished Service Award.
 - Converted approximately 200,000 pages of documents to silver halide microfilm, including birth and death certificates. This conversion and subsequent vault storage ensures the long-term preservation of these valuable documents.
 - Recorded 64 books for the Arizona Talking Book collection and 99 other projects in FY2003. All were recorded in a special four-track format for individuals who are blind, visually impaired or physically disabled and unable to read standard print materials.
 - Developed Electronic Record Keeping Guidelines to promote economical use of technology and to ensure that e-records are well managed and acceptable as evidence. Copies were distributed to all state agencies.
 - Scanned 390,000 pages of documents from microfilm to digital images to enable quick and easy reference on automated systems.
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GOAL FOUR: PROMOTING STATEWIDE COLLABORATION

To meet Goal 4, we provide Arizona's cultural and public information communities with leadership, problem solving, and information to help them improve the depth and breadth of the cultural and historic services they offer to Arizonans. We participate in a variety of statewide working groups to collaborate in building an inventory of Arizona's cultural collections – print and web-based – for all to use and to improve local services and information. This agency has received and helped Arizona win more National Leadership Grants than any other state library.

Goal Four Accomplishments

- With LSTA funding, completed two exemplary projects in Glendale -- *Listening to the Desert: Living in Harmony with Xeriscape Landscaping*, a multi-media project that focused on plants and water resources and featured the xeriscape garden around the Main Library, and *Mental Health Alert*, which added to existing resources and provided a lecture series.
- In collaboration with the Maricopa County Library and the Arizona Humanities Council coordinated the 2003 OneBookAZ program, in which 6000 Arizonans from all over the state read *Plainsong* by Ken Haruf, and 4000 middle school children read *Joey Pigza Swallowed the Key* by Jack Gantos. More than 500 people watched children perform scenes from the Gantos book.
- Building on last summer's "train the trainer" program, provided the opportunity for 20 Arizona libraries to have an expert facilitator help them through a strategic planning process.
- Coordinated the local library summer reading program outside Maricopa County in which 51,500 children participated. LSTA supports the effort with a manual including helpful tips and small incentives to encourage children to read during the summer.
- Helped lead a successful effort to convince the University of Arizona to invest in its library school and provided a significant scholarship program for Hispanic and Native American library students, the first of whom graduates this spring.
- Held two series of workshops to improve grant project planning and application -- *Grants Magic: Planning Fundable Projects* and *Essential Evaluation Toolkit: Defining and Measuring Success*, which concentrated on outcomes-based evaluation, a new concept to most grant applicants.
- Building on the success of the series of three *Danger at the Desk* workshops organized by the Maricopa County Library Council Continuing Education Committee for libraries in the Valley, organized five additional workshops that drew participants from all areas of the state from Lake Havasu City to Sierra Vista.
- Hosted the National Federal State Cooperative Statistics Conference.
- Joined an invited group of "futurists" who participated in a major convocation to work closely with Libraries for the Future to begin helping libraries understand themselves as community institutions. We continue to collaborate on this seminal effort.

- Transformed the work of the Statewide Library Development Commission and its report, a benchmark for how Arizona cultural institutions will move into the next century, into the required Library Services and Technology 5-year plan.
- Provided leadership: The agency director –
 - ♦ gave the keynote address at the meeting of the Association of Counties, focusing on Libraries and cultural institutions and the economy;
 - ♦ was guest speaker at Colorado Digitization Conference on how collaboration between cultural institutions works and what they need to be successful;
 - ♦ served on the Arizona Portal Advisory Committee providing expertise on search capacity;
 - ♦ continued to serve on the Arizona Technology Information Council (ATIC); was elected President of the Chief Library Officers Association; and
 - ♦ served on the American Library Association Subcommittee on Government Information.
- Assisted the Phoenix Women's Resource Center in developing its library to provide a range of books, tapes, and computer technology resources to women searching for information to help them improve their lives and their work.
- With a federal National Leadership Grant, held a National Native American Tribal Institute – "Archives, Libraries and Museums: Preserving Our Language, Memory, and Lifeways."
- Began partnership with Arizona Humanities Council to work toward cultural heritage economic development goals.
- Participated in a Public Relations meeting organized by the chair of the Public Relations Committee for the Governor's Council on Blindness and Visual Impairment. Representatives from 17 agencies and organizations providing services to blind and visually impaired individuals met to discuss how we could collaborate on making the public more aware of all of our services. As a result, a new listserv is now available for organizations in Arizona that provide services to the visual impaired.
- Participated with the Challenger Space Center to help plan programs accessible to blind and deaf children.

- Collaborated with DES Rehabilitation Services Administration to fund an additional year of NFB Newsline®, providing access to newspapers over the phone for individuals who are blind or visually impaired.
- Received a \$2500 grant from St. Luke's Health Initiatives to develop a presentation for the Vision Rehabilitation and Technology Expo, a collaboration of 11 organizations.
- Presented national History Day program to 700 students and led the statewide effort.
- Taught four classes of ASU History students on how to handle, use, and preserve primary research materials.
- Published the "Museum Educators Guide" for teachers who wish to partner with cultural institutions to support classroom learning.
- Assisted the National Commission on Libraries and Information Services in editing "Trust in Terror," its nationally distributed video on the role of libraries in times of community crisis.
- Continued hosting annual convocation for Arizona libraries, archives, museums, and individuals interested in primary research materials. Each meeting drew nearly 200 people from more than 100 institutions.
- Lead a 27-state effort to evaluate available library education for the states west of the Mississippi and compiled a National Leadership Grant involving those states plus several institutions of higher education. We were successful – one of only four successful applications out of 31 submitted.
- Worked with American Indian communities to achieve the National Historic Publications and Records Commission (NHPRC) "First Archivist" grant goals.
- Organized and led a broad community and corporate partnership to repair and reopen the original Carnegie Public library as a community center and full-service point for archival, law, and history research.
- Participated in the Maricopa Commission on Productive Aging to help develop the Life Options concept for service to individuals over 50 in transition, especially those moving from work to retirement.

- Co-sponsored an Electronic Document Management (EDM) /Records Management Application (RMA) seminar with Hummingbird, Ltd., a software developer. Martin Richelsoph (Director, Records Management Division) and Richard Pearce-Moses (Director of Digital Government) were featured speakers along with Information representatives from Hummingbird. Hummingbird, Ltd. covered the expenses of the session, which included a meeting room at the Sheraton Crescent Hotel and a continental breakfast. There were 68 attendees from state and local government.
- The Museum Store:
 - ♦ Worked with AzLA annual meeting committee to provide 200 speaker gifts that were representative of AZ and within AzLA's budget. Also provide raffle items for the conference.
 - ♦ Helped Archives produce Arizona product for Statehood celebration.
 - ♦ Assisted in identifying appropriate thank you gifts for "Doctors of the Day" during the Legislative session.